

11/319/04

FORM PTO-1449, Adapted

LIST OF INFORMATION DISCLOSED BY APPLICANT

(Use several sheets if necessary)

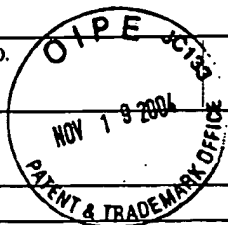
ATTY. DOCKET NO.
07117.105007

SERIAL NO.
09/638,771

FILING DATE
August 15, 2000

APPLICANT
Vashi et al.

GROUP
3713



U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA						
	AB						
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FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION YES NO.
	AN					
	AO					

OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

<i>W</i>	AP	Knowlagent; Knowlagent r7 Capabilities and Technologies Overview; June 10, 2004; pp. 1-20
<i>W</i>	AQ	Knowlagent; Marketing document from website; www.knowlagent.com; (August, 2004)

EXAMINER

Richard W. Clinton

DATE CONSIDERED

02/02/05

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

10/28/04

Sheet 1 of 1

FORM PTO-1449, Adapted

LIST OF INFORMATION DISCLOSED BY APPLICANT

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ATTY. DOCKET NO.
17.105007SERIAL NO.
09/638,771FILING DATE
August 15, 2000APPLICANT
Vashti et al.GROUP
3713

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
ls	AA	5,100,329	3/31/1992	Deesen et al.			11/27/1990
ls	AB	6,775,377 B2	8/10/2004	McIlwaine et al.			7/18/2002
	AC						
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FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION YES NO.
	AN					
	AO					

OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

	AP	Affidavit of John McIlwaine dated September 20, 2004
ls	AQ	Star Trainer; Simulation Training for Call Center Agents

EXAMINER
Richard M. ChittDATE CONSIDERED
02/02/05

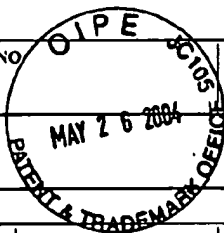
EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

05/26/04

FORM PTO-1449, Adapted

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ATTY. DOCKET NO.
07117.105007SERIAL NO.
09/638,771FILING DATE
August 15, 2000APPLICANT
Vasht et al.GROUP
3713

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
W	AA	5,914,951	6/22/1999	Bentley et al.			4/16/1996
W	AB	6,408,064 B1	6/18/2002	Fedorov et al.			3/31/2000
W	AC	6,603,854 B1	8/5/2003	Judkins et al.			2/25/2000
	AD						
	AE						
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FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION YES NO.
W	AN	WO 01/065525 A2	9/7/2001	PCT	McIlwaine et al.	
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OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

	AP	
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EXAMINER

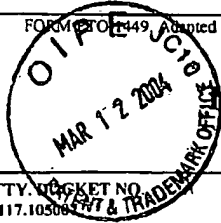
DATE CONSIDERED

02/02/05

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

03/12/04

FORM PTO-449, Adopted



LIST OF INFORMATION DISCLOSED BY APPLICANT

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ATTY. DOCKET NO. 07117.10500	SERIAL NO. 09/638,771	FILING DATE August 15, 2000
APPLICANT Vashl et al.		GROUP 3713

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
✓	AA	6,628,777 B1	9/30/2003	McIlwaine et al.			11/16/1999
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MAR 16 2004
TECHNOLOGY CENTER R3700

FOREIGN PATENT DOCUMENTS

	DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
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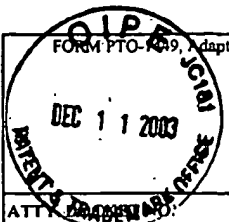
OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

AP	
AQ	

EXAMINER <i>Y. J. Miller m. clark</i>	DATE CONSIDERED 02/02/05
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12/11/03



FORM PTO-1039, Adapted

LIST OF INFORMATION DISCLOSED BY APPLICANT

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ATTY. Docket No. 07117.105007	SERIAL NO. 09/638,771	FILING DATE August 15, 2000
APPLICANT Vashti et al.		GROUP 3713

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
<i>ue</i>	AA	6,301,573 B1	10/9/2001	McIlwaine et al.			1/2/1998
	AB						
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FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION YES NO.
	AN					
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OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

<i>ue</i>	AP	Syntora.com; Syntora Agentivity; (2003); 14 Pages
	AQ	

EXAMINER <i>Richard M. Chittum</i>	DATE CONSIDERED 02/02/05
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10/14/03

#5

Sheet 1 of 1



FORM PTO-1449, Adapted

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ATTY. DOCKET NO. 09/638,771	SERIAL NO. 09/638,771	FILING DATE August 15, 2000
APPLICANT Vasht et al.		GROUP 2173

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
res	AA	5,659,768	8/19/1997	Forbes et al.			5/12/1995
len	AB	5,911,134	6/8/1999	Castonguay et al.			10/12/1990
ws	AC	2003/0033184 A1	2/13/2003	Benbassat et al.			6/10/2002
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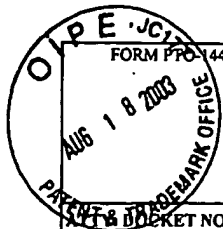
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OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

AP	Syntora.com; Syntora Agentivity; (2003); 14 Pages
AQ	

EXAMINER M. Sular m. C. Sular	DATE CONSIDERED 02/02/05
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Vashl et al.GROUP
2173

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U.S. PATENT DOCUMENTS

Technology Center 2100

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
<i>W</i>	AA	5,110,329	5/5/1992	Helmut Pieper			6/20/1990
	AB	5,590,188	12/31/1996	Gary B. Crockett			2/17/1995
	AC	5,904,485	5/18/1999	David M. Siefert			11/4/1994
	AD	5,957,659	9/28/1999	Amou et al.			6/5/1997
	AE	6,039,575	3/21/2000	L'Allier et al.			10/24/1996
	AF	6,067,537	5/23/2000	O'Connor et al.			12/22/1998
	AG	6,067,538	5/23/2000	Zorba et al.			12/22/1998
	AH	6,070,142	5/30/2000	McDonough et al.			4/17/1998
	AI	6,073,127	6/6/2000	Lannert et al.			12/22/1998
	AJ	6,078,894	6/20/2000	Clawson et al.			3/28/1997
	AK	6,086,381	7/11/2000	Downs et al.			9/2/1997
	AL	6,118,973	9/12/2000	Ho et al.			2/22/1999
	AM	6,134,539	10/17/2000	O'Connor et al.			2/22/1998
	AN	6,146,148	11/14/2000	John J. Stuppy			3/25/1999
	AO	6,163,607	12/19/2000	Bogart et al.			11/3/1998
	AP	6,192,122 B1	2/20/2001	Flockhart et al.			2/12/1998
	AQ	6,201,948 B1	3/13/2001	Cook et al.			3/16/1998
	AR	6,211,451 B1	4/3/2001	Tohgi et al.			1/26/1999
<i>W</i>	AS	6,289,340 B1	9/11/2001	Puram et al.			8/3/1999

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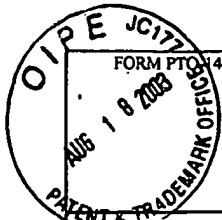
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Kaplan. Clinton

DATE CONSIDERED

02/02/05

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09/638,771FILING DATE
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Vashti et al.GROUP
2173**U.S. PATENT DOCUMENTS**

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
✓	BA	6,347,139 B1	2/12/2002	Fisher et al.			12/6/1999
	BB	6,371,765 B1	4/16/2002	Wall et al.			11/9/1999
	BC	6,408,066 B1	6/18/2002	Andruska et al.			12/15/1999
	BD	6,453,038 B1	9/17/2002	McFarlane et al.			6/1/2000
	BE	6,510,221 B1	1/21/2003	Fisher et al.			12/6/1999
	BF	6,535,600 B1	3/18/2003	Fisher et al.			12/6/1999
✓	BG	6,553,114 B1	4/22/2003	Fisher et al.			12/6/1999
✓	BH						
	BI						

FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION YES NO.
✓	BJ	WO 98/22864	5/28/1998	WO	Mann et al.	
	BK					
	BL					
	BM					

OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

BN	Levinson et al.; Chess Neighborhoods, Function Combination, and Reinforcement Learning; Institution of Electrical Engineers; 2003; INSPEC Abstract No. C2002-07-7830D-012
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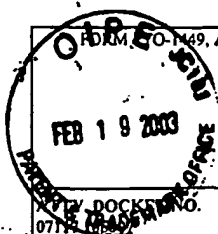
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02/02/05

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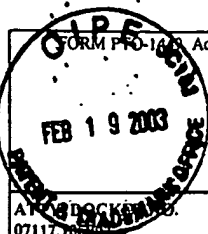
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APPLICANT Vashi et al.		GROUP 2173

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
WV	AA	3,594,919	7/27/1971	De Bell et al.			9/23/1969
	AB	3,705,271	12/5/1972	De Bell et al.			3/26/1971
	AC	4,684,349	8/4/1987	Ferguson et al.			7/28/1986
	AD	4,776,016	10/4/1998	Per K. Hansen			11/21/1985
	AE	4,853,952	8/1/1989	Jachmann et al.			12/3/1987
	AF	4,916,726 B1	6/9/1992	Morley et al. (Reexamination Certificate)			9/29/1988
	AG	5,058,008	10/15/1991	Karl H. Schumacher			10/3/1989
	AH	5,199,062	3/30/1993	Von Meister et al.			11/8/1991
	AI	5,309,505	5/3/1994	Szlam et al.			5/20/1991
	AJ	5,310,349	5/10/1994	Daniels et al.			4/30/1992
	AK	5,311,422	5/10/1994	Loflin et al.			6/28/1990
	AL	5,384,841	1/24/1995	Adams et al.			10/27/1993
	AM	5,416,694	5/16/1995	Parrish et al.			2/28/1994
	AN	5,469,491	11/21/1995	Morley et al.			2/2/1994
	AO	5,511,112	4/23/1996	Aleksander Szlam			4/29/1994
	AP	5,533,115	7/2/1996	Hollenbach et al.			11/4/1994
	AQ	5,535,256	7/9/1996	Maloney et al.			5/3/1995
	AR	5,583,965	12/10/1996	Douma et al.			9/12/1994
WV	AS	5,594,791	1/14/1997	Szlam et al.			10/5/1994

EXAMINER <i>Kathleen M. Dutton</i>	DATE CONSIDERED 02/02/05
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APPLICANT Vashi et al.	SERIAL NO. 09/638,771	FILING DATE August 15, 2000
GROUP 2173		

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
<i>JK</i>	BA	5,597,312	1/28/1997	Bloom et al.			5/4/1994
	BB	5,633,924	5/27/1997	Kaish et al.			12/11/1995
	BC	5,675,637	10/7/1997	Szlam et al.			5/16/1995
	BD	5,696,811	12/9/1997	Maloney et al.			6/20/1996
	BE	5,703,943	12/30/1997	Mary Rita Otto			10/16/1995
	BF	5,721,770	2/24/1998	Joylee E. Kohler			7/2/1996
	BG	5,727,950	3/17/1998	Cook et al.			5/22/1996
	BH	5,738,527	4/14/1998	Steven W. Lundberg			8/8/1996
	BI	5,745,109	4/28/1998	Nakano et al.			6/17/1996
	BJ	5,790,798	8/4/1998	Beckett et al.			5/31/1996
	BK	5,818,907	10/6/1998	Maloney et al.			8/4/1997
	BL	5,825,869	10/20/1998	Brooks et al.			4/23/1996
	BM	5,827,071	10/27/1998	Sorensen et al.			8/26/1996
	BN	5,833,468	11/10/1998	Guy et al.			1/24/1996
	BO	5,861,881	1/19/1999	Freeman et al.			2/8/1996
	BP	5,877,954	3/2/1999	Klimasauskas et al.			5/3/1996
	BQ	5,903,641	5/11/1999	Alan V. Tonisson			1/28/1997
<i>JK</i>	BR	5,937,037	8/10/1999	Kamel et al.			1/28/1998

EXAMINER <i>Kedden M. Allen</i>	DATE CONSIDERED 6/2/02/05
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FORM PTO-1410 Adapted

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ATTY GENERAL
07117.105007

SERIAL NO.
09/638,771

FILING DATE
August 15, 2000

APPLICANT
Vashi et al.

**GROUP
2173**

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
W	CA	5,943,416	8/24/1999	Doug Gisby			2/17/1998
	CB	5,946,375	8/31/1999	Pattison et al.			5/12/1997
	CC	5,946,387	8/31/1999	Alex Miloslavsky			2/19/1997
	CD	5,963,635	10/5/1999	Szlam et al.			12/12/1996
	CE	5,971,271	10/26/1999	Wynn et al.			6/24/1997
	CF	5,991,394	11/23/1999	Dezonno et al.			2/5/1998
	CG	6,014,134	1/11/2000	Bell et al.			8/23/1996
	CH	6,038,544	3/14/2000	Machin et al.			2/26/1998
	CI	6,044,355	3/28/2000	Crockett et al.			7/9/1997
	CJ	6,044,368	3/28/2000	James Karl Powers			4/30/1998
	CK	6,052,460	4/18/2000	Fisher et al.			12/17/1997
	CL	6,058,163	5/2/2000	Pattison et al.			5/12/1997
	CM	6,118,865	9/12/2000	Doug Gisby			8/24/1999
	CN	6,119,097	9/12/2000	David Ibarra			11/26/1997
	CO	6,128,380	10/3/2000	Shaffer et al.			8/24/1998
	CP	6,144,971	11/7/2000	Sunderman et al.			1/25/1999
	CQ	6,170,014 B1	1/2/2001	Darago et al.			3/18/1999
	CR	6,171,109 B1	1/9/2001	Setsuo Ohsuga			6/18/1997
W	CS	6,215,865 B1	4/10/2001	David T. McCalmont			10/13/1998

EXAMINER

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APPLICANT Vashi et al.	SERIAL NO. 09/638,771	FILING DATE August 15, 2000
GROUP 2173		

U.S. PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
✓	DA	6,263,049 B1	7/17/2001	Rodney Kuhn		9/25/1997
	DB	6,275,812 B1	8/14/2001	Haq et al.		12/8/1998
	DC	6,278,978 B1	8/21/2001	Andre et al.		4/7/1998
	DD	6,324,282 B1	11/27/2001	McIlwaine et al.		3/2/2000
✓	DE	6,459,787 B2	10/1/2002	McIlwaine et al.		9/10/2001

FOREIGN PATENT DOCUMENTS

DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION YES NO.
DF				
DG				

OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

DH	ACTV NET Debuts eSchool Online; Business Wire; 24 March 1997; pp. 03241287
DI	Armstrong, <i>Electronic Mail Order for Distance Learning</i> ; IEEE Colloquium on Commercialising the Internet; pp. 4/1-4/4; 02/1997
DJ	Call Center E-Journal; <i>Telvista Integrates eLearning and Quality Monitoring</i> ; August 2001; pp. 8 - 12
DK	Click2learn; <i>Click2learn Unveils New Platform; Takes Aim at e-Learning Industry's Shortcomings</i> ; Press Release; June 4, 2001
DL	Click2learn; <i>Aspen: The Next-Generation e-Learning Platform</i> ; (2001)
DM	Curilem et al.; <i>Considerations for the Design of a Tutoring System Applied to Diabetes</i> ; Proceedings of the 22 nd Annual EMBX International Conference; July 23-28, 2000; pp. 2811-2814
DN	Cybulski et al.; <i>Teaching Systems Analysis and Design Using Multimedia and Patterns</i> ; IEEE; 2000; pp. 113-122
DO	Envision Telephony; <i>Click2Coach</i> ; (2001)
DP	Envision Telephony; <i>What Makes Your Contact Center Agents Truly Effective</i> ; (2001)
DQ	Fletcher, Scotty; <i>Companies turn to the Virtual Classroom</i> ; dbusiness.com; May 25, 2000;
DR	Granić et al.; <i>User Interface Aspects of an Intelligent Tutoring System</i> ; 22 nd Int. Conf. Information Technology Interfaces ITI 2000, June 13-16, 2000; pp. 157-164
DS	NICE Systems; <i>NICE to Launch Integrated e-Learning Solution Through Partnership With Astound</i> ; News Release; December 4, 2000
DT	Skowronek, Larry; <i>Aspect eWorkforce Management v6</i> ; July 30, 2001
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EXAMINER <i>K. J. ...</i>	DATE CONSIDERED 02/02/05	TECHNOLOGY CENTER R3700
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